

Home Health Meet & Greet Pilot: Spring 2022 Evaluation Summary

MEET & GREET GOALS (Cohort 2):

1. To improve communication + build a connection between Home Health nurses (CHNs) + the family practitioner (FPs)
2. That FPs would know who their Home Health CHN is.
3. That FPs would know the role of the CHN.
4. That FPs would know how and when to refer to Home Health.
5. That FPs and the CHN would know how best to communicate with one another (method + frequency).

NEW GOALS SINCE COHORT 1:

- A. That FPs would have a good understanding of the newly developed CHN Cover Sheet process, developed out of the CCCOA working group.
- B. That FPs would have a good understanding of what they can do with the patient lists being faxed to them on a quarterly basis.

EVALUATION SUMMARY:

Meet & Greet Cohort 2- Phase Duration: 4 weeks (March 2022)

Number of Meet & Greets Held: 3

Number of participating Community Health Nurses (CHNs): 12

Number of FP participants: 31

Number of Home Health patients represented: 275

Evaluation Method Used: Survey sent via email to FP participants

Number of evaluation responses submitted: 22/ 31 (response rate: 71%)

Remuneration for Meet & Greet participants: One-hour physician sessional + \$30 Door Dash food voucher

EVALUATION ASSUMPTIONS:

1. It was assumed by the project team that the participants would recall their subjective experiences with their Community Health Nurse (CHN) prior to the Meet & Greet sessions.
2. It was assumed by the project team that the participants would recall their subjective experiences during the Meet & Greet session.

EVALUATION FINDINGS:

- **82% of FPs did not know who their CHN was** before the Meet & Greet session. **100%** of respondents indicated they know who their CHN is since attending the Meet & Greet.
- **100% of FPs indicated they now understand what the role of a CHN is** compared to **59% before** the Meet & Greet session was held.
- **73% of FPs indicated they did not know how to contact their CHN** prior to the Meet & Greet. **This improved to 100% of respondents saying they now know how to contact their CHN** because of the Meet & Greet.
- **55% of FP respondents did not know who all of their Home Health patients were** before the Meet & Greet. **This improved to 86% of FPs knowing who their Home Health patients were** after the session.

- **100% of the respondents** indicated they knew how to refer to Home Health prior to attending the Meet & Greet. This remained consistent when surveyed after the session.

Prior to the Meet & Greet:

- 55% of FPs indicated they did not have a positive relationship with their CHN
- 55% of respondents said they were not happy with the method of communication being used.
- 59% of respondents said they were not happy with the frequency of communication.

After the Meet & Greet:

- 100% of respondents indicated they now know how often their CHN will be contacting them.
- 95% of respondents indicated they understand the purpose of the CHN cover sheet + faxed patient list.
- 95% of respondents either agreed or strongly agreed that they understand what to do with the CHN cover sheet + faxed patient list.
- When asked what they found to be the most valuable part of the session, 70% of respondents said meeting their CHN was the most valuable part.

DETAILED RESULTS: Pre-Session vs. Post-Session

1. I know what the role of the CHN was:

	Pre-Session: Absolute	Post-session: Absolute
Strongly Agree	2	20
Agree	11	2
Disagree	8	-
Strongly Disagree	1	-

2. I know who my CHN is:

	Pre-Session: Absolute	Post-session: Absolute
Strongly Agree	1	19
Agree	11	3
Disagree	8	-
Strongly Disagree	1	-

3. I know who all of my Home Health patients are.

	Pre-Session: Absolute	Post-session: Absolute
Strongly Agree	2	12
Agree	10	7
Disagree	9	3
Strongly Disagree	1	-

4. I know how to refer to Home Health

	Pre-Session: Absolute	Post-session: Absolute
Strongly Agree	2	20

Agree	20	2
Disagree	-	-
Strongly Disagree	-	-

5. I know how to contact my CHN.

	Pre-Session: Absolute	Post-session: Absolute
Strongly Agree	1	19
Agree	5	3
Disagree	12	-
Strongly Disagree	2	-

6. I am happy with the frequency of communication about my Home Health patients between my CHN and myself.

	Pre-Session: Absolute	Post-session: Absolute
Strongly Agree	2	15
Agree	7	6
Disagree	12	1
Strongly Disagree	1	-

7. I have a positive relationship with my CHN.

	Pre-Session: Absolute	Post-session: Absolute
Strongly Agree	1	Not asked
Agree	7	Not asked
Disagree	12	Not asked
Strongly Disagree	2	Not asked

8. I am happy with the method of communication being used to share clinical information between Home Health and myself.

	Pre-Session: Absolute	Post-session: Absolute
Strongly Agree	2	Not asked
Agree	8	Not asked
Disagree	11	Not asked
Strongly Disagree	1	Not asked

PHASE 2 ADDITIONAL GOAL QUESTIONS:

1. I know how often my CHN will be contacting me about my Home Health patients.

	Pre-Session: Absolute	Post-session: Absolute
Strongly Agree	Not asked	18
Agree	Not asked	4

Disagree	Not asked	-
Strongly Disagree	Not asked	-

2. I understand the purpose of the quarterly Fax Communication Cover Sheet + patient list.

	Pre-Session: Absolute	Post-session: Absolute
Strongly Agree	Not asked	17
Agree	Not asked	4
Disagree	Not asked	1
Strongly Disagree	Not asked	-

3. I understand what to do with the information sent in the quarterly Fax Communication Cover Sheet + patient list.

	Pre-Session: Absolute	Post-session: Absolute
Strongly Agree	Not asked	14
Agree	Not asked	7
Disagree	Not asked	1
Strongly Disagree	Not asked	-

10. What was the most valuable part of the meet & greet sessions?

- Break out rooms- meeting my CHN
- meeting my CHN, and understanding the role they play in the team. It was also helpful to understand what other services and health professionals they have access
- Knowing all of the services that HH can offer
- Meeting my CHN (putting a face to the name)
- Meeting Denny, understanding how assessments are conducted once referred to home health – knowing that I can also refer directly for OT etc
- Just knowing what they do
- Meeting my CHN
- Meeting my CHN and talking about methods of communication
- Meeting our CHN and discussing various care needs
- Learning about the role of the CHN and how the GP and CHN will communicate for better care of patients.
- Getting to talk to my CHN
- Talking to Raquel!
- Getting to speak with my CHN and develop a plan moving forward in ways we would best reach out to each other/communicate, etc
- I got to know and meet my CHN

- Meeting my CHN
- I have not received my patient list
- Meeting my CHN through video
- Knowing my CHN
- Appreciated the billing code review
- Personal meeting with the CHN

Was there other information you expected to get out of the sessions but wasn't covered?

	Absolute	Percentage
No	22	100
Yes	-	0

Was the format of the meet & greet effective for learning?

	Absolute	Percentage
Yes	22	100
No	-	0

14. Please add any additional thoughts, comments, or feedback:

- Very helpful session!
- Discuss more strategies with CHN on how we can better coordinate care and maintain patients at home in a collaborative manner
- It was a very useful session
- Great session, thx for organizing!
- Great session!